



# Key Success Metrics

September 2016

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**21**  
Minutes

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**13**  
Minutes

Goal: 90% of customers seen within 19 Minutes

Time a customer waits for consultation with appropriate staff.

**Site and Subdivision Application Intake Meeting**



**1**  
Day

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff.


**Calls Answered by Representative**



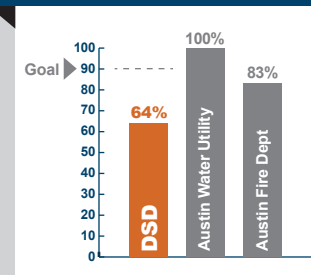
**66%**

Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.

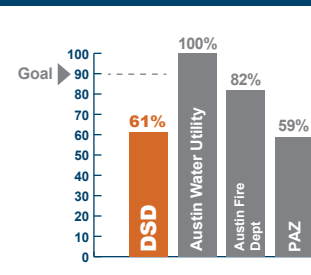
 **Plan Reviews Completed On-Time**

**Commercial**



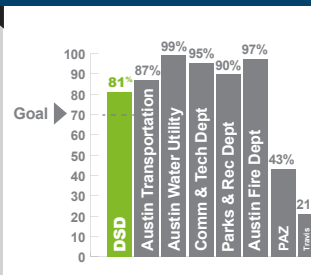
Department	Percentage
DSD	64%
Austin Water Utility	100%
Austin Fire Dept	83%

**Residential**



Department	Percentage
DSD	61%
Austin Water Utility	100%
Austin Fire Dept	82%
PAZ	59%
Watershed Dept	71%

**Site & Subdivision**



Department	Percentage
DSD	81%
Austin Transportation	87%
Austin Water Utility	99%
Comm & Tech Dept	95%
Parks & Rec Dept	90%
Austin Fire Dept	97%
PAZ	43%
Texas Gov.	21%
Watershed Dept	97%
Austin Energy	95%

Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflects those departments currently tracked in AMANDA.

Color Key:

Met Goal

Did Not Meet Goal

Partner Departments

Data Source: AMANDA, AVAYA